

- 1) Visit Aetna's DocFind Website (myaetnanetwork.com). Note: This link is located on the SBO website.
- 2) Select the "Enter DocFind" button.





#### Helpful Information

- > DocFind Home
- DocFind Help
- > Contact Us
- Safety and Quality
- > Statewide Benefits Office
- > Your Aetna website
- > Alternatives to ER for Non Emergency Services
- Find a Flu Shot Provider

#### Customized Online Provider Directory for the State of Delaware Medical Program

### Aetna is there for you!

Welcome to the online provider directory designed specifically for you, the State of Delaware employees and members. This site provides easy access to lists of Aetna participating medical providers for the plan offered by the State of Delaware.

Searching for Aetna participating providers is as easy as 1, 2, 3! Just click the 'Enter DocFind' button below, follow the screen prompts for the provider search, and print off the participating provider information!

If you have any questions on the plan you are eligible for or coverage information, you may also contact your Aetna customer service teams at the numbers below.

#### Aetna Medical Customer Service: 1-877-54 Aetna

Click here to learn more about the Aetna Programs

If you have an Out of Area Dependent, please contact customer service for assistance.

Enter DocFind

**Select button** 

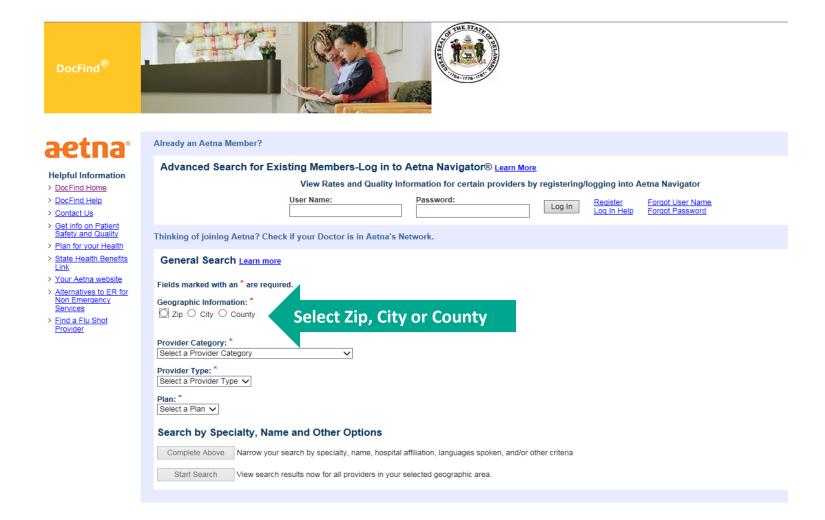
### Important information for DocFind users who live in California, Massachusetts, Texas or Utah.

Terms of Use: By using DocFind, you acknowledge and agree that DocFind and all of the data contained in DocFind belongs exclusively to Aetna Inc. and is protected by copyright and other law. DocFind is provided solely for the personal, non-commercial use of current and other intelligent agent to copy content from DocFind, extract any portion of it or otherwise cause DocFind to be burdened with unwarranted high access or transaction activity is strictly prohibited. Aetna reserves all rights to take appropriate civil, criminal or injunctive action to e

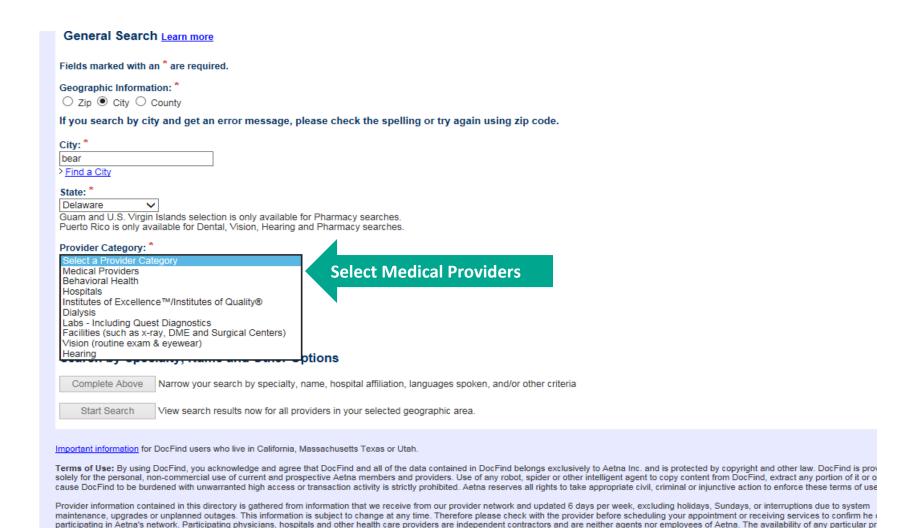
Provider information contained in this directory is gathered from information that we receive from our provider network and updated 6 days per week, excluding holidays, Sundays, or interruptions due to system maintenance, upgrades or unplanned outages. This information is before scheduling your appointment or receiving services to confirm he or she is participating in Aetnack. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of composition is subject to change. Notice of the change shall be provided in accordance with applicable state law.

This information is available for free in other languages. Please call customer service using the number on your ID card/enrollment information.

- 3) Under Geographic Information, select **Zip code**, **City** or **County**.
  - If using Zip code Please provide 5 digit zip code and select distance/radius.
  - If using City Please provide City and State.
  - If using County Please provide County and State.

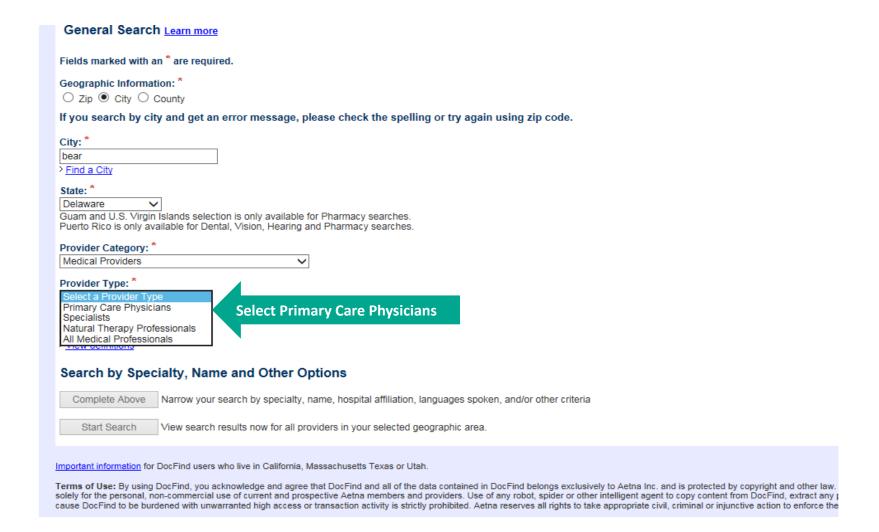


## 4) Under Provider Category, select Medical Providers.

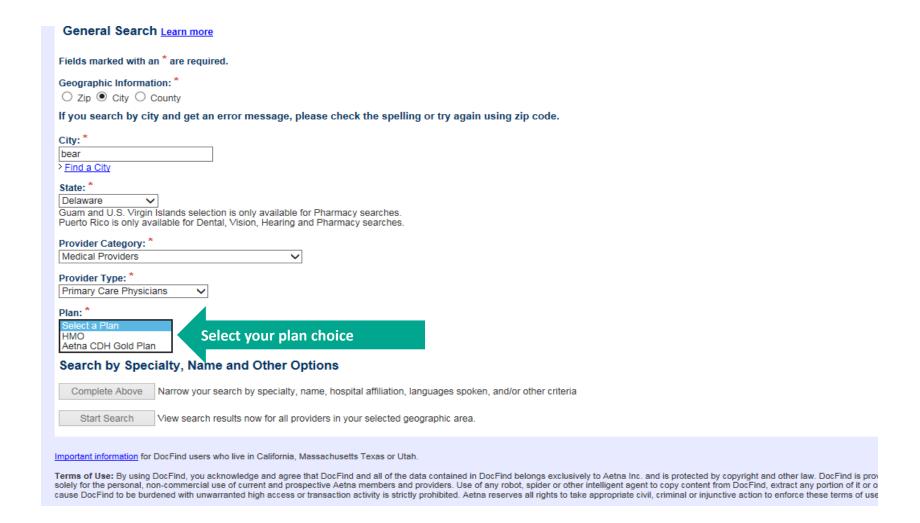


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# 5) Under Provider Type, select **Primary Care Physicians**.



6) Under Plan, select plan choice - either the HMO or Aetna CDH Gold Plan.



- 7) You can narrow your search by specialty, provider's name and other options by choosing the **More Options** button; *and/or*
- 8) Click the **Start Search** button.

Narrow your search

General Search Learn more  Fields marked with an * are required.  Geographic Information: *	
Geographic Information: *	
Zip	
If you search by city and get an error message, please check the spelling or try again using zip code.  City: *  bear	
City: * bear	
bear	
> Find a City	
State: *	
Delaware V	
Guam and U.S. Virgin Islands selection is only available for Pharmacy searches.  Puerto Rico is only available for Dental, Vision, Hearing and Pharmacy searches.	
Provider Category: *  Medical Providers	
Provider Type: *	
Primary Care Physicians	
Plan: *	
HMO V	
> <u>View definitions</u>	
Search by Specialty, Name and Other Options	
More Options Narrow your search by specialty, name, hospital affiliation, languages spoken, and/or other criteria	
wore Options Transow your search by specialty, name, nospital annuation, languages spoken, and/or other chiena	
Start Search View search results now for all providers in your selected geographic area.	
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## 9) View your search results.

aetna

Note: For the Aetna HMO Plan, the **Primary Office** # found in DocFind under your chosen provider is the Primary Care Provider's/Physician's ID Number. **Primary Office** # will not display for provider locations that are located at hospitals or urgent care facilities.

